

DISASTER AND RISK MANAGEMENT

(Case of PAOSITRA MALAGASY in 2022)



PAOSITRA MALAGASY

PRÉSENTE - VISIBLE - FIERTÉ DE TOUS

CONTENTS

1. Generalities
2. Risk analysis
3. Strategies adopted
4. Action planning



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1. GENERALITIES

Madagascar :

- ✓ Large island located in the South West Indian Ocean basin
- ✓ Area of 587,041km sq
- ✓ Population: 27 million inhabitants
- ✓ Tropical climate with two seasons: rainy season and dry season

Paositra Malagasy :

- ✓ Designated operator
- ✓ Legal status: Public operator Paositra
- ✓ 300 Points of sale
- ✓ 1,800 employees

Context :

- ✓ Regularly confronted with a wide variety of cataclysms including cyclones
- ✓ 2021-2022 hurricane season which runs from November 15, 2021 to April 30, 2022
- ✓ 06 out of 12 cyclones hit the country: Ana, Batsirai Emnati, Dumanko, Gombe and Jasmine

Objective :

- ✓ To share the experiences of PAOSITRA MALAGASY on disaster and risk management with the Member States of the Union

2. RISK ANALYSIS

Low risks	High Risks
<ul style="list-style-type: none">- Water cuts- Road cuts- Limited staff availability- Disruption of service delivery	<ul style="list-style-type: none">- Power outage- Information and telecommunications systems outage- Collapse and landslide- Temporary closure of offices- Destruction of infrastructure- Inability to provide postal service- Floods- Death



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3. STRATEGIES ADOPTED

The five phases of DRM)



- Prevention
- Preparedness
- Intervention
- Recovery
- mitigation



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3.1. Prevention and preparedness

Raising employees' awareness of the preventive measures formulated by the Malagasy Government:

- Keep up to date with all information
- stock up drinking water and food as much as possible
- avoid leaving your home during the passage of the cyclone
- strengthen residential roofs
- cut down large trees that are near your house
- leave the slums and go to higher areas in the event of flooding
- take shelter in the various accommodation sites

On the postal level:

- Internal memorandum sent to all post offices to inform customers of the temporary closure of some agencies due to the occurrence of cyclones
- Intensive communication between Head Office and local agencies
- Sending a circular on Declaration of Force majeure to the UPU to inform member countries of the possible disruption of the postal service
- Securing agencies, in particular funds and valuables
- Securing equipment and files in safe places

3.2. Intervention

At the level of the Head Office:

- Moral support to Staff
- Field visit by emergency teams from the Head Office
- Material support: food and PPN
- Financial support through electronic PAOSITRA MONEY transfers
- Observations and initial assessment of damages
- Securing postal assets
- Informing the Staff and customers of the temporary closure of the destroyed office

At local level:

- Sharing the impacts of the cyclone at the Head Office
- Verbal damage observations report
- Sending photos to the Head office
- Office refurbishment
- Progressive return to normal activity

Some pictures of the destroyed agencies during the site visits

NOSY VARIKA

Toiture très endommagée



Fenêtre détruite



Dégât sur la fondation



IKONGO



Toiture et plafond très endommagés



Sanitaire détruit



3.3. Recovery and attenuation

Office of the Postmaster General:

- Management and supervision of post hurricane activities
- Instructions for the normal resumption of postal activities
- Instructions for the progressive resumption of financial activities

Logistics Department:

- Temporary repair of buildings and infrastructure
- Accurate damage assessment in the 23 agencies affected by the cyclones

Human Resources Department:

- Temporary Staff redeployment
- Informing staff of the end of the state of emergency

Information System and Digital Integration Department:

- Inventory of computer equipment
- Repair and maintenance of computer equipment

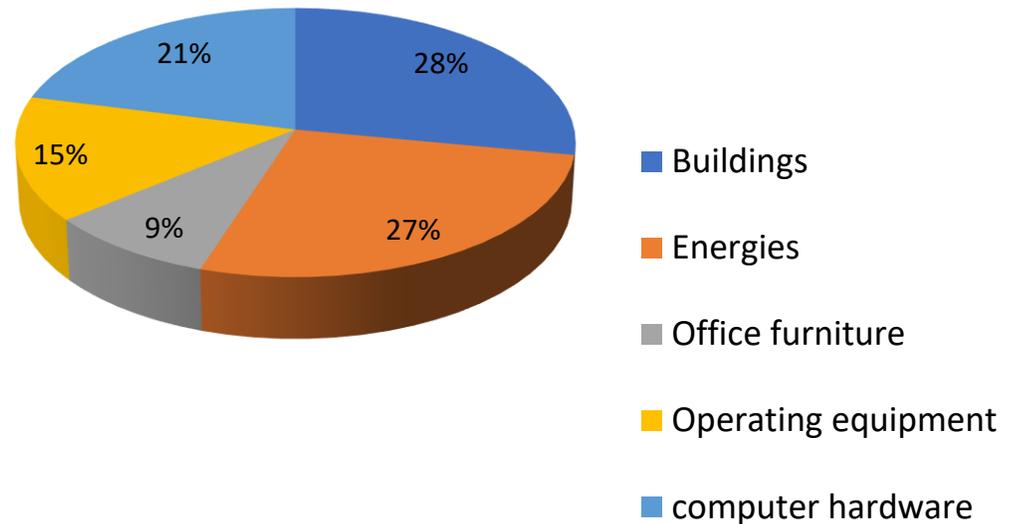
Affected Agencies:

- Cleaning and reopening of offices
- Normal resumption of activities

Recensement des dommages

Type of damage	Amount (USD)
Infrastructure and buildings	46,797.85
Energies	46,275.64
Office furniture	14,656.97
Operations equipment	24,855.08
Computer equipment	34,797.11
Total	167,382.66

Damage assessment



4. PLANNING OF DRM ACTIONS

Overall objective	Specific objectives	Activities	Indicators	Expected results	Schedule of achievement
Damage prevention	Training of Staff with close and distant exposure	Upstream training	Number of instructors trained	25 Instructors trained	January to December
		Downstream training	Number of Staff trained by the trainers	All post office staff All HRD staff	
	Establishment of a permanent DRM structure	Field visit to assess the damage	Number of Field visits made after each cyclone passage	Bill of quantities established for each field visit	January to December
		Assist local Staff in crisis management	Number of offices visited	100% of the affected agencies visited	January to December
	Infrastructure reinforcement	Setting up of anticyclone infrastructures	Number of renovated offices	20 offices renovated per year	January to December
		Setting up mobile post offices (containers) in regions frequently hit by cyclones	Number of adapted containers	20 containers per year	January to December

Thank you for your kind attention!

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